Automated Message
How Do I Guide

Automated Message

Maintain Automated Message

How Do I…?	Selections	Tips & Guidelines
Access Maintain Automated Message page	■ Click Maintain > Automated Message ■ There are 14 automated messages available for modification online: 　■ *Assessment found for (Provider ID)* 　■ *Change in Foster Care or Adoptive Placement* 　■ *Check Disposition* 　■ *Emergency Protective Services Alert* 　■ *Imaging* 　■ *In Home Service Ending* 　■ *Independent Investigation* 　■ *New Placement* 　■ *Open Case – Screen In* 　■ *Open Case – Screen Out* 　■ *Out of Home Placement Created* 　■ *Parent Agency Update* 　■ *Placement Correction* 　■ *Provider - Access Report*	

Automated Message Detail

How Do I…?	Selections	Tips & Guidelines
Update the Subject and Text of an automated message	■ Click Maintain > Automated Message ■ Click the hyperlink for one of the automated messages in the Automated Message list. ■ On the Automated Message Detail page, update the Subject and/or Message Text fields as needed.	*Updating the text on the Automated Message Detail page updates the message that goes out to all counties that distribute that particular automated message. There is limited access to this page.* *In the Message Text box, the text denoted by the parentheses {} cannot be updated as this indicates the case, ID, or person name that will dynamically display in a particular automated message.*

Automated Message Distribution

How Do I…?	Selections	Tips & Guidelines
Update the way an automated message is distributed to staff	■ Click Maintain > Automated Message ■ Click the <u>Edit Distribution</u> hyperlink beside the message in which you want to update distribution.	
Update the distribution method for an automated message	■ Click the Insert button in the Distribution group box ■ Make a selection from the Distribution drop down field. ■ Save the page.	*Currently there are only 4 distribution types: Primary Worker, Supervisor of Primary Worker, Job Class, and Job Class – Assignment.*

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How Do I…?	Selections	Tips & Guidelines
Add a Distribution method indicating Job Class	■ If Job Class or Job Class – Assignment is selected, click the Select hyperlink. ■ Make the appropriate selections from the Automated Message Job Class pop up page then click Continue to go back to the Automated Message Detail page. ■ Save the page.	*The Automated Message Job Class page dynamically displays the current job classes for a particular county. As job classes for a county are added and deleted, these changes will be reflected on this page.* *Job Class – means that a worker, with no assignment to the case/provider, will receive the automated message if that job class is selected on this page for the automated message.* *Job Class – Assignment – means that a worker, with an assignment to the case/provider, will receive the automated message if that job class is selected on this page for the automated message.*
Add an additional person to receive an automated message (this person does not have assignment to the case/provider)	■ To add an Additional Person, click the Insert button in the Additional Person(s) group box. ■ Search out the worker on the Worker Search page. ■ Select the radio button beside the worker needed and click the Continue button to go back to the Automated Message Detail page.	*Additional persons will receive an automated message regardless of assignment or job class. They will receive the message every time it goes out in the county.*

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